


reducing the number of the inbound communications which are connected to the agents if that statistic exceeds a predetermined value. The present invention further provides that the statistic includes information on the duration of the outbound communications.

The present invention provides a method for managing communications by adjusting the processing of outbound communications. The present invention provides for processing inbound communications, processing outbound communications, obtaining a statistic on the inbound communications, and adjusting the processing of the outbound communications based upon that statistic. The present invention further provides that the processing of outbound communications includes initiating the outbound communications, and the step of adjusting includes reducing the number of the outbound communications which are initiated if that statistic exceeds a predetermined value. The present invention further provides that the statistic includes information on the duration of the inbound communications.

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Please add pages(columns) 35-38, attached hereto as Appendix A, which display claims 89-92, previously (and still) cancelled.